

**D.T.E. 05-16**  
**2004 Annual Service Quality Report**  
**Boston Gas Company**  
**Section 1 - Form A**

<b>Penalty Provisions</b>	<b>Years in Database (1)</b>	<b>Mean and Benchmark</b>	<b>Performance in 2004</b>	<b>Comments</b>
<b>Telephone Answering Factor - Non Emergency</b>	7		73.85%	Penalty/(Credit)=
Credit Benchmark		80.75%		\$0.00
Mean		76.64%		
Penalty Benchmark		72.52%		
<b>Telephone Answering Factor - Emergency</b>	7		96.89%	Penalty/(Credit)=
Credit Benchmark		96.58%		(\$400,307.00)
Mean		96.28%		
Penalty Benchmark		95.97%		
<b>Service Appointments Kept</b>	10		97.91%	Penalty/(Credit)=
Credit Benchmark		97.26%		(\$390,776.00)
Mean		95.53%		
Penalty Benchmark		93.79%		
<b>Meter Reads</b>	10		95.58%	Penalty/(Credit)=
Credit Benchmark		97.41%		\$0.00
Mean		94.33%		
Penalty Benchmark		91.24%		
<b>Consumer Division Cases</b>	10		598	Penalty/(Credit)=
Credit Benchmark		312		\$0.00
Mean		702		
Penalty Benchmark		1,092		
<b>Consumer Division Bill Adjustments</b>	10		\$160.74	Penalty/(Credit)=
Credit Benchmark		(\$24.72)		\$0.00
Mean		\$155.83		
Penalty Benchmark		\$336.38		
<b>Lost Time Accident Rate</b>	10		2.55	Penalty/(Credit)=
Credit Benchmark		1.01		\$236,500.58
Mean		1.71		Calculation includes direct Boston Gas data and allocation
Penalty Benchmark		2.41		from Corporate Services. Penalty offset by credits from other measures.
<b>Response to Odor Calls</b>	N/A		96.59%	Penalty/(Credit)=
Credit Benchmark		95.50%		(\$1,488,990.00)
Mean		95.00%		Credit used to offset penalty for Lost Time Accident Rate.
Penalty Benchmark		94.50%		

(1) Years in database = number of years available through 2003.

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**Section 1 - Form A (Continued)**

<b>Additional Reporting</b>	<b>Years in Database (1)</b>	<b>Mean and Benchmark</b>	<b>Performance in 2004</b>	<b>Comments</b>
<b>Staffing Levels</b>	10	1,437	1,705	Mean equals calendar year end 1997 employee count. 2004 data reflects total KeySpan MA employees.
<b>Restricted Work Day Rate</b>	10		7.04	Calculation includes direct Boston Gas data and allocations from Corporate Services.
<b>Property Damage &gt; \$5K (Number)</b>	10		25	See details in Section 3, Attachment 2.
<b>Unaccounted For Gas (Mcf)</b>	10		5.85%	
<b>Capital Expenditures</b>	10			See details in Section 3, Attachment 3.
# Projects			39	
Total \$\$			\$ 114,361,000	
<b>Spare Component and Inventory Policy</b>	N/A			See Section 3, Attachment 4.
<b>Customer Surveys (Scale 1-7)</b>	2			Satisfaction % = customers that responded 5, 6, or 7.
Random			90%	See Section 3, Attachment 5.
Calls			87%	
<b>Accidents</b>	10		2.55	
<b>Customer Service Guarantees</b>	2			
Number			2,591	
Dollars			\$64,775.00	

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